

PHASE I AND PHASE II ENHANCED 911 SERVICE AGREEMENT
BETWEEN _____ COUNTY
AND CINGULAR WIRELESS

This Phase I and Phase II Enhanced 911 ("E911") Service Agreement is made and entered into by and between _____ County, a governmental entity organized under the laws of the State of Washington (hereinafter "County"), and Cingular Wireless (hereinafter "Provider"), a corporation organized under the laws of the State of Delaware, (collectively the "Parties"), for the installation and provision of Phase I and Phase II E911 Service in compliance with applicable law, including but not limited to, the Federal Communications Commission ("FCC") Report and Order and Further Notice of Proposed Rulemaking in CC Docket No. 94-102, released July 26, 1996, and any subsequent FCC orders in that docket ("FCC Order").

WHEREAS, Provider includes the network operations, costs and all aspects of the former Cingular Wireless LLC and AT&T Wireless Services, Inc. All prior E911 Service Agreements between County and Cingular Wireless LLC and/or AT&T Wireless Services, Inc. are superseded by this Agreement.

WHEREAS, Provider provides for the exclusive use of the telephone number "9-1-1" for E911 Service; and

WHEREAS, Provider offers wireless telephone service within the geographic boundaries of County and 9-1-1 Calls from its customers will be routed to PSAPs within the County E911 system; and

WHEREAS, County has requested Phase I and Phase II E911 Service in writing from Provider for each PSAP in the County, in accordance with the terms and conditions set forth herein; and

WHEREAS, the State Enhanced 911 Coordination Office has the responsibility of coordinating and facilitating the implementation and operation of enhanced 911 emergency communications systems throughout the State (RCW 38.52.520); and

WHEREAS, the Parties wish to implement and operate Phase I and Phase II E911 Service according to the terms and conditions described herein and in accordance with the FCC Order;

NOW THEREFORE, the Parties hereto agree as follows:

1.0 DEFINITIONS.

1.1 9-1-1 Call. A call made by a Provider Wireless End User by dialing "9-1-1" (and, as necessary, pressing the "Send" or analogous transmitting button) on a Wireless Handset.

1.2 Activation. The act of "turning on" or activating Phase I E911 Service for live use by Wireless End Users where service is available.

1.3 Activation Date. The date on which Activation takes place.

1.4 Address. For Phase I E911 Service, address is the identification of the Cell Site/Cell Sector which received the 9-1-1 Call, which may include the identification of a Cell Site address, Cell Sector orientation, and/or a text description of the area.

1.5 Automatic Location Identification/Data Management System ("ALI/DMS"). A system of manual procedures and computer programs used to create, store, and update the data required for Automatic Location Identification in support of E911 Service.

- 1.6 Automatic Location Identification (“ALI”) Database. A computer database used to update the Mobile Directory Number information of Wireless End Users and the Cell Site/Cell Sector Information.
- 1.7 Cell Sector. An area, geographically defined according to Provider’s own radio frequency coverage data, and consisting of a certain portion or all of the total coverage area of a Cell Site.
- 1.8 Cell Site. A Provider’s radio frequency base station that receives calls from Wireless End Users.
- 1.9 Cell Sector Identifier. The unique alpha-numeric designation given to a particular Cell Sector that identifies that Cell Sector.
- 1.10 Commercial Mobile Radio Service (“CMRS”). As defined in 47 CFR, Section 20.3.
- 1.11 Company Identifier. A National Emergency Number Association (“NENA”) approved 3-5 character identity chosen by the telephone service provider that distinguishes the entity providing the service to the subscriber.
- 1.12 Emergency Service Routing Key (“ESRK”). A routing number translated from the Cell Site or Cell Sector Identifier that routes the 9-1-1 Call to the appropriate PSAP. The number is also used as the unique call key for the corresponding host ALI record and represents the destination to which the call will be routed. This number cannot be dialed.
- 1.13 Enhanced 911 (“E911”) Service. A communication service whereby one or more Public Safety Answering Point (“PSAP”) locations, designated by County, may receive telephone calls dialed to the telephone number 9-1-1. E911 Service includes network facilities necessary for the answering, transferring, and forced disconnect of emergency 9-1-1 Calls originated by persons within the geographic area of County.
- 1.14 E911 Advisory Committee. The Committee established in RCW 38.52.530.
- 1.15 E911 Service Provider. The local exchange carrier providing the E911 Tandem/Selective Routing services for County’s wireline E911 Service.
- 1.16 E911 Tandem/Selective Router. A central office which provides tandem switching of 9-1-1 Calls. It controls switching of automatic number identification information to the PSAP and also provides the selective routing feature and certain maintenance functions for each PSAP.
- 1.17 Mobile Directory Number (“MDN”). A 10-digit dialable directory number used to call a Wireless Handset, i.e. the call back number.
- 1.18 Mobile Switching Center (“MSC”). A wireless carrier facility that houses the switching and trunking equipment serving wireless telephones in a defined area.
- 1.19 P.01 Grade of Service. Wireline trunk facility calculated to provide that during the average busy hour, no more than 1% of calls into the E911 System will encounter a busy condition.
- 1.20 Phase I Automatic Location Identification (“ALI”). The Mobile Directory Number information of Wireless End Users and the Cell Site/Cell Sector information.
- 1.21 Phase I E911 Service.
A service that facilitates the selective routing of 9-1-1 Calls and the display of Phase I ALI at the PSAPs.

- 1.22 Phase I Implementation Plan. A plan outlining the CMRS Provider's plan for the implementation of Phase I E911 Service in the counties in Washington State. The plan shall include, but is not limited to: Phase I E911 Service target activation date; network flowchart, including the CMRS provider's relevant MSCs; specification of the technology used for interface to the E911 Tandem/Selective Router and the ALI/DMS, and a 9-1-1 Call flow description; procedures for updating Cell Site and Cell Sector Information; default and diverse routing plans; and an outline of Phase I E911 Service testing procedures.
- 1.23 Phase II Automatic Location Identification ("ALI"). The latitude and longitude of the Wireless End User, in addition to Phase I ALI as defined in Definition 1.20 herein.
- 1.24 Phase II E911 Service. A service that provides both Phase I E911 Service and Phase II ALI to the PSAPs when a Wireless End User has made a 9-1-1 call as required by the FCC Order.
- 1.25 Phase II Implementation Plan. A plan outlining the CMRS Provider's plan for the implementation of Phase II E911 Service in the County. The plan shall include, but is not limited to: Phase II E911 Service activation date; network flowchart, including specification of the technology used for Phase II; and an outline of Phase II E911 Service testing procedures.
- 1.26 Public Safety Answering Point ("PSAP"). An answering location designated by local governments for 9-1-1 Calls originating in a given area.
- 1.27 Vendors. Third party software developers and hardware providers, other vendors, and other suppliers and manufacturers of supplies and services that enable the provision of Phase I E911 Service.
- 1.28 Wireless End User. Any person or entity placing a 9-1-1 Call on Provider's CMRS system.
- 1.29 Wireless Handset. The wireless equipment used by a Wireless End User to originate or receive wireless telephone calls. The handset used to make the 9-1-1 Call may not have an associated MDN which can be used to place a return call to the handset.
- 2.0 PROVIDER RESPONSIBILITIES.
- 2.1 In accordance with the FCC Order and this Agreement, Provider shall provide Phase I and Phase II E911 Service for 9-1-1 Calls processed through its CMRS system.
- 2.2 Provider agrees to cooperate and work in good faith with County and any necessary third parties (including, but not limited to: E911 Service Provider(s), ALI/DMS system provider, other PSAPs, and Vendors), to provide Phase I and Phase II E911 Service to County.
- 2.3 Within sixty (60) days after the execution of the Agreement, Provider shall submit a Phase I and Phase II Implementation Plan to County for review and approval. Upon approval, the plan shall be incorporated into this Agreement as Exhibit B.
- 2.4 Provider shall identify all Cell Sites/Cell Sectors, their addresses, latitude/longitude coordinates, and their coverage area within the geographic boundaries of County and coordinate with County to determine the most appropriate routing for 9-1-1 Calls from each Cell Sector. Provider will, through its vendor, conduct regular audits of all appropriate information so as to maximize accuracy of Phase I E911 Service. Provider shall promptly notify affected Counties of Phase I E911 Service affecting additions or changes to Cell Sites/Cell Sectors.
- 2.5 When a network problem is identified in which Phase I E911 Service is affected, Provider agrees to work with the County and the E911 Service Provider(s), the ALI/DMS system provider, and others as necessary, to promptly determine the source of the problem and make the necessary corrections.

- 2.6 Provider shall work with County to develop a plan for adequate capacity to provide Phase I E911 Service to Provider's Wireless End Users at a mutually agreed upon grade of service while using best efforts to prevent the PSAPs from being overloaded with wireless 9-1-1 Calls from a single incident.
- 2.7 Provider shall monitor levels of service from MSC to E911 Tandem/Selective Router and notify County when monitoring results indicate the need for changes in number of trunks.
- 2.8 Provider shall provide normal monitoring of facilities to discover errors, defects, and malfunctions in the 911 transport provided by Provider.
- 2.9 When Phase I E911 service interruptions are identified, Provider agrees to work to restore service on a priority basis.
- 2.10 9-1-1 shall be a free call for Wireless End Users.
- 2.11 Provider shall provide County with a list of contact name(s), responsibilities, and telephone numbers, of personnel who are responsible for performing the duties described herein. The contact information shall include a twenty-four (24) hour per day, seven (7) day per week contact telephone number for reporting network problems and for PSAP contact in emergency situations. Provider shall notify County of changes in contact information.
- 2.12 Provider shall register with NENA to obtain a Company Identifier which shall be included in Provider's ALI database for display at the PSAP.
- 3.0 COUNTY RESPONSIBILITIES.
- 3.1 County agrees to cooperate and work in good faith with Provider and, where necessary as determined by Provider, with third parties (including, but not limited to: Vendors, ALI/DMS system provider, other PSAPs, and Wireless Service Providers) for the successful implementation and provision of Phase I and Phase II E911 Service.
- 3.2 County has determined that the PSAPs are capable of receiving and utilizing the data elements associated with Phase I and Phase II E911 Service, and that a mechanism for covering the PSAP costs of receiving and utilizing the Phase I and Phase II E911 data elements is in place.
- 3.3 County agrees to exercise best efforts to answer wireless 9-1-1 Calls transported by 911 circuits connected to Provider's MSCs.
- 3.4 The PSAPs within the County E911 System shall answer 9-1-1 Calls on a twenty-four (24) hour per day, seven (7) day per week basis.
- 3.5 County shall use its best efforts to ensure that there are a sufficient number of 911 circuits between the E911 Tandem/Selective Router and the PSAPs and provide customer premises equipment at the PSAPs with a capacity adequate to handle the number of incoming 911 circuits necessary to provide a P.01 Grade of Service.
- 3.6 Having received from Provider a Phase I and Phase II Implementation Plan within sixty (60) days after the execution of the Agreement, County shall use its best efforts to review and approve said Plan within ten (10) business days of receipt.
- 3.7 County shall work with Provider to develop a plan for adequate capacity to provide Phase I and Phase II E911 Service to Provider's Wireless End Users at a mutually agreed upon grade of service while using best efforts to prevent the PSAPs from being overloaded with wireless 9-1-1 Calls from a single incident.

- 3.8 On each 9-1-1 Call, the PSAPs shall attempt, where feasible, to determine the location of the incident with the caller to allow for the dispatching of emergency services. If a County PSAP receives a wireless 9-1-1 Call and determines that the location of the caller is outside its serving area, the PSAP shall attempt to relay or transfer the 9-1-1 Call to the appropriate PSAP.
- 3.9 When Cell Site/Cell Sector coverage crosses jurisdictional boundary lines, County shall coordinate with the other jurisdictions affected to determine the most appropriate routing for the cell sector, and notify Provider in writing of agreed upon routing decisions and any changes.
- 3.10 Unless another use is specifically authorized by law, County agrees to use the Phase I and Phase II E911 ALI only for the purposes of responding to emergency situations.
- 3.11 County shall provide Provider with a list of PSAPs and their corresponding coverage areas for routing of wireless 9-1-1 Calls.
- 3.12 County shall provide Provider with a list of contact name(s), responsibilities, and telephone numbers, of personnel who are responsible for performing the duties described herein. The contact information shall include a twenty-four (24) hour per day, seven (7) day per week contact telephone number for reporting network problems and for Provider contact in emergency situations. County shall notify Provider of changes in contact information.
- 3.13 County agrees to provide E911 cost recovery to Provider pursuant to the FCC Order and State law and as further described in this Agreement.

4.0 CONFIDENTIALITY.

- 4.1 The terms and conditions of this Agreement shall be subject to public disclosure laws. This Agreement is considered a public document and will be available for inspection and copying by the public. If a request under Chapter 42.17 RCW is made to the County for disclosure of any Confidential Information furnished by Provider to the County, the County will determine whether such Confidential Information appears to be subject to public disclosure under public disclosure law. If the County believes that the Confidential Information is not exempt from public disclosure law, the County will give Provider written notice of the third-party request (and shall include with such notice a copy of the request made upon the County for disclosure) and will allow Provider twenty (20) days to take whatever action Provider deems necessary to protect Provider's interests before making any disclosure of the Confidential Information. If Provider fails or neglects to take such action within said period, the County will release the portions of the Confidential Information that the County believes that the County is compelled to disclose in order to comply with Chapter 42.17 RCW. Provider assents to the procedure outlined in this paragraph and shall have no claim against the County on account of the County's compliance with such procedure or any disclosure of Confidential Information permitted by the Washington Public Disclosure Act. Notwithstanding the foregoing, Provider's failure to specifically identify Confidential Information by marking it as "CONFIDENTIAL", "PROPRIETARY", "BUSINESS SECRET" will not diminish or otherwise adversely affect Provider's proprietary rights in any trade secrets or in any other Confidential Information that Provider may furnish to County from time to time for purposes of this Agreement. In the case of Confidential Information other than network performance data or end user information or data, the County will not be liable to Provider for inadvertently disclosing such items or information pursuant to a disclosure request made upon the County pursuant to Chapter 42.17 RCW if such Confidential Information has not been identified by Provider to County as "CONFIDENTIAL", "PROPRIETARY", "BUSINESS SECRET".
- 4.2 This Agreement is made in order for each party to obtain from the other certain technical and business information related to the implementation and provision of wireless Enhanced 911 service under terms that will protect the confidential and proprietary nature of such information for the purpose of having each party exchange such information under such terms that will protect the confidential and proprietary nature of such information.

- 4.3 As used herein, "Confidential Information" shall mean any and all technical or business information, including third party information, furnished, in whatever tangible form or medium, or disclosed by one party to the other including, but not limited to, product/service specifications, prototypes, computer programs, models, drawings, marketing plans, financial data, and personnel statistics, so long as such information is clearly marked CONFIDENTIAL", "PROPRIETARY", "BUSINESS SECRET". Information provided other than in writing shall constitute "Confidential Information" if the disclosing party indicates to the other at the time of disclosure the confidential or proprietary nature of the information or provides a summary of the orally disclosed information in writing to the receiving party within twenty (20) days after such disclosure and marks the summary as CONFIDENTIAL", "PROPRIETARY", "BUSINESS SECRET". All network performance data and other end-user data and information supplied by Provider to County shall constitute "Confidential Information" whether or not it is marked or designated by Provider as CONFIDENTIAL", "PROPRIETARY", "BUSINESS SECRET". The County shall ensure that each PSAP or other County employee or representative to whom any Confidential Information is disclosed is aware of the restrictions of this Section 4 and agrees in writing not to engage in any use or disclosure of such Confidential Information except as is expressly permitted by this Section 4.
- 4.4 Except as otherwise expressly provided by this Agreement, the County shall not use any items or information designated by the Provider as confidential other than for the purpose of performing the County's obligations under this Agreement, and shall not disclose such information except to employees or other representatives of the County who reasonably have a need to know of such information for such purposes. Each party agrees to continue treating such Confidential Information as confidential for a period of three (3) years after termination of the Agreement otherwise agreed to in writing by both Parties, and that during such period each party will use same solely for the purposes of this Agreement unless otherwise allowed herein or by written permission of the disclosing party. In handling the Confidential Information each party agrees: (a) not to copy such Confidential Information of the other unless specifically authorized; (b) not to make disclosure of any such Confidential Information to anyone except employees and subcontractors of such party to whom disclosure is necessary for the purposes set forth above; (c) to appropriately notify such employees and subcontractors that the disclosure is made in confidence and shall be kept in confidence in accordance with this Agreement; and (d) to make requests for Confidential Information of the other only if necessary to accomplish the purposes set forth in this Agreement. The obligations set forth herein shall be satisfied by each party through the exercise of at least the same degree of care used to restrict disclosure and use of its own information of like importance. Notwithstanding the foregoing, disclosure may be made under the circumstances set forth in Section 4.1 of this Agreement.
- 4.5 Each party agrees that in the event permission is granted by the other to copy Confidential Information, or that copying is otherwise permitted hereunder, each such copy shall contain and state the same confidential or proprietary notices or legends, if any, which appear on the original. Nothing herein shall be construed as granting to either party any right or license under any copyrights, inventions, or patents now or hereafter owned or controlled by the other party.
- 4.6 Upon termination of this Agreement for any reason or upon request of the disclosing party, all Confidential Information, together with any copies of same as may be authorized herein, shall be returned to the disclosing party or certified destroyed by the receiving party.
- 4.7 The obligations imposed by this Section 4 shall not apply to any information that: (a) is already in the possession of, is known to, or is independently developed from other public sources by the receiving party; (b) is or becomes publicly available through no fault of the receiving party; (c) is obtained by the receiving party from a third person without breach by such third person of an obligation of confidence with respect to the Confidential Information disclosed; (d) constitutes information that the disclosing party generally makes available to third parties without restriction; or (e) is required to be disclosed pursuant to the lawful order of a government agency or by operation of the law, if Provider has been afforded at least twenty (20) days' prior written notice of the required disclosure and the opportunity to take such steps as the Provider may consider necessary during such period to protect the Provider's interests.

- 4.8 Except for the obligations of use and confidentiality imposed herein, no obligation of any kind is assumed or implied against either party by virtue of the party's meetings or conversations with respect to the subject matter stated above or with respect to whatever Confidential Information is exchanged. Each party further acknowledges that this Agreement and any meetings and communications of the Parties relating to the same subject matter, including the exchange of Confidential Information, shall not: (a) constitute an offer, request, or contract with the other to engage in any research, development or other work; (b) constitute an offer, request or contract involving a buyer-seller relationship, venture, teaming or partnership relationship between the Parties; or (c) impair or restrict either party's right to make, procure or market any products or services, now or in the future, which may be similar to or competitive with those offered by the disclosing party, or which are subject matter of this Agreement, so long as that party's obligations of confidentiality under this Agreement are not breached. The Parties expressly agree that any money, expenses or losses expended or incurred by each party in preparation for, or as a result of this Agreement or the Parties' meetings and communications, is at each party's sole cost and expense.
- 4.9 The Parties agree that neither party shall use any trade name, service mark, or trademark of the other or refer to the other party in any promotional activity or material without first obtaining the prior written consent of the other party.
- 4.10 The receiving party shall adhere to the U.S. Export Administration Laws and Regulations and shall not export or re-export any Confidential Information, technical data, or products received from the disclosing party, or any direct product of such Confidential Information or technical data, to any person or company who is a legal resident of or is controlled by a legal resident of any proscribed country listed in Section 779.4(f) of the U.S. Export Administration Regulations (as the same may be amended from time to time), unless properly authorized by the U.S. Government. This requirement is not limited by the time period stated in this Agreement.
- 4.11 In addition to any other rights or remedies, each party shall have a right to such temporary, preliminary and permanent injunctive or other equitable relief as may be necessary to prevent any actual or threatened breach by the other party of this Section 4.
- 5.0 LEGAL NOTICES.
- 5.1 Any legal notice to be given hereunder by either party to the other, shall be in writing and shall be deemed given when sent either by certified mail or by facsimile with a confirmation copy sent by certified mail. If either party changes its address during the term herein, it shall so advise the other party in writing as herein provided and any notice thereafter required to be given shall be sent by certified mail to such new address. All other communications between the Parties may be via electronic mail, facsimile transmission, regular mail, or by such other means as the Parties shall agree.

CONTACTS FOR LEGAL NOTICES

COUNTY

PROVIDER

Donna Edwards

Name (Typed or Printed)

Name (Typed or Printed)

Cingular Wireless

Title

Title

5565 Glenridge Connector
Mail Code 825A
Atlanta, GA 30342

Address

Address

404-236-5841

Telephone Number

Telephone Number

404-236-5869

Fax Number

Fax Number

6.0 INDEMNIFICATION AND HOLD HARMLESS.

Each party shall indemnify and hold harmless the other party, in connection with claims, losses, damages, liabilities, and law suits to the extent they arise from, or are alleged to arise from, the indemnifying party's negligent acts in connection with the indemnifying party's performance under this Agreement, or the indemnifying party's use of, or operation of, as the case may be, the service provided under this Agreement. This indemnity extends solely to claims and lawsuits for injuries to persons, death, or destruction of tangible property. IN NO EVENT SHALL EITHER PARTY BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES TO THE OTHER PARTY.

7.0 EXCLUSION OF WARRANTIES.

Provider does not warrant that Phase I E911 Service will be free from interruption, disconnections, errors, or other out-of-service conditions. THE PARTIES ACKNOWLEDGE THAT THIS AGREEMENT IS A CONTRACT FOR THE PROVISION OF SERVICES AND THAT ANY GOODS PROVIDED HEREUNDER ARE ANCILLARY TO THE PROVISION OF THE REQUESTED SERVICES. WITH THE SOLE EXCEPTION OF ANY EXPRESS WRITTEN MANUFACTURER'S WARRANTY, WHICH MAY BE APPLICABLE TO PARTICULAR GOODS, ALL GOODS ARE PROVIDED "AS IS", THIS AGREEMENT EXCLUDES ALL WARRANTIES OF WHATEVER KIND, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

8.0 LIMITATION OF LIABILITY.

PROVIDER AND VENDOR LIABILITY IS LIMITED PURSUANT TO WASHINGTON STATE LAW (RCW 38.52.550 and RCW 80.04.010) AND FEDERAL LAW (Section 4 of the Wireless Communications and Public Safety Act of 1999).

9.0 TERM.

This Agreement shall commence upon execution by both parties. The Agreement shall continue from year to year as a one-year Agreement. The Agreement shall automatically renew for the next one-year term unless terminated in writing by either party within ninety (90) days of the Agreement term end date. This Agreement may also terminate earlier if terminated pursuant to other provisions of this Agreement.

10.0 DEFAULT.

In the event that either party defaults in the performance of any obligation under this Agreement, the non-defaulting party will promptly notify the defaulting party. If such default is not cured and corrected within thirty (30) days (or such time as may be reasonable if so specified in the notice) of written notice thereof, then the non-defaulting party may immediately terminate this Agreement.

11.0 TERMINATION.

- a. Either Party may terminate this Agreement by providing the other party sixty (60) days written notice of termination.
- b. The County intends to continue the service provided under this Agreement for the entire term and to satisfy its obligations hereunder. The County shall continue to include in its budget request for each fiscal period appropriations or limitations sufficient to cover the County's obligations under this Agreement and its obligations under relevant State law. County will use all reasonable and lawful means to secure the appropriation of funds sufficient to make the payments becoming due in that fiscal period. The County reasonably believes that monies in amounts sufficient to discharge its obligations can and will lawfully be appropriated and made available for this purpose.
- c. If County is required to withdraw a PSAP request for Phase I or II service due to inadequate PSAP funding, County shall, upon written notice to Provider, terminate this Agreement in whole, or with the consent of Provider, terminate this Agreement in part. Such termination shall be in addition to the each Party's rights to terminate this Agreement for default.
- d. Payment shall not exceed the appropriation for the year in which termination is effected if the Agreement is terminated for non-appropriation. The County will be liable only for payment in accordance with the terms of this Agreement for Services rendered prior to the effective date of termination.
- e. Funding for this Agreement beyond the current appropriation year is conditional upon appropriation by the County Council of sufficient funds to support the activities described in this Agreement. Should an appropriation of sufficient funds to cover the components of Phase I and Phase II E911 Service designated as County responsibility by the FCC not be approved, this Agreement will terminate at the close of the current appropriation year. The appropriation year ends on December 31 of each year.

- f. Availability of cost recovery funds to Provider, does not impact Provider's federal obligations to provide Phase I and Phase II E911 Service to County as mandated by the FCC Order. However, under the FCC Order the withdrawal of a PSAP request for Phase I or II E911 service due to inadequate PSAP funding relieves Provider of its federal obligations to provide corresponding Phase I or II E911 service to that PSAP.
- g. Nothing in this Agreement waives any rights either party may have under state law for cost recovery funds due it under state law.

12.0 DISPUTE RESOLUTION.

All claims, regardless of legal theory, related directly or indirectly to this Agreement, whenever brought and whether between the Parties or between one of the parties to this Agreement and the employees, agents, or affiliated businesses of the other party, may be resolved by mediation or arbitration. Either party may request mediation or arbitration, but compliance with such request is not mandatory. The Parties agree to share equally the cost of the mediator and the mediation and each party shall bear its mediation costs. The Parties shall choose a mediator from a list of names produced by both parties of former judges or attorneys knowledgeable and experienced in the area of telecommunications or technology. Within ten days of receipt of such a list, each party shall notify the other indicating which individuals listed are acceptable as mediators. Counsel for the Parties shall agree on a mediator. Unless separately agreed to by the Parties in writing, such mediation or arbitration shall not be binding on either Party.

13.0 DELAY/FORCE MAJEURE.

Provider shall exercise reasonable efforts in performing services pursuant to this Agreement, but Provider shall not be liable for any delays resulting from circumstances beyond its control, including acts of third parties and acts of God. If any party is rendered unable, wholly or in part, by force majeure, to perform or comply with any obligation or condition of this Agreement then, upon giving notice and reasonably full particulars to the other party, such obligation or condition shall be suspended only for the time and to the extent reasonably necessary to allow for performance and compliance and restore normal operations. In the event a party ceases to be excused pursuant to this provision and fails to perform its obligations under this Agreement, then the other party shall be entitled to exercise any remedies otherwise provided for in this Agreement, including termination for default.

14.0 GOVERNING LAW.

This Agreement shall be governed according to the laws of the State of Washington and applicable Federal Law. In the event Provider in good faith believes that a law or regulation of the State of Washington, or an interpretation of said law or regulation, would violate applicable Federal laws or regulations, it shall notify County. If County, in good faith, disagrees, County and Provider shall jointly request a declaratory ruling from the FCC to resolve said dispute. Until such time as the FCC or a court of competent jurisdiction acts on the declaratory ruling, County agrees not to apply said law or regulation to Provider's provision of Phase I and Phase II E911 Service. The Parties agree to proceed on all other aspects of this Agreement while waiting for a determination by the FCC or a court of competent jurisdiction. Jurisdiction and venue shall be in any court of competent jurisdiction for the County where the Phase 1 and Phase II E911 Service is provided, subject to the provisions of RCW 36.01.050.

15.0 ASSIGNMENT.

Neither this Agreement nor any rights hereunder in whole or in part shall be assignable or otherwise transferable by either party without the prior written consent of the other party (which consent shall not be unreasonably withheld), provided, that Provider may assign or transfer this Agreement and rights and obligations hereunder to any of its affiliates, surviving entity in a merger, consolidation or other reorganization, or upon a sale, transfer, or other disposition of all or substantially all of the assets of or membership interest in Provider, if such assignee agrees in writing to the terms and conditions herein.

16.0 SEVERABILITY.

The invalidity of any provision of this Agreement shall not affect the validity of the remaining provisions, and this Agreement shall be construed as if such invalid provision had been omitted. No provision of the Agreement may be terminated, modified or waived except as set forth in a written agreement executed by authorized representatives of the Parties. No terms and conditions of any County purchase order or invoice shall be effective if they add to or conflict with this Agreement.

17.0 COST RECOVERY.

- 17.1 A cost recovery mechanism for carriers is not a prerequisite for CMRS providers to provide Phase I and Phase II E911 Service in response to a valid Phase I and Phase II E911 Service request. On May 25, 2000, King County sent a letter to the FCC requesting clarification of the responsibility of funding the components of Phase I E911 Service. According to the FCC's response dated May 7, 2001, Provider must cover the following costs of providing Phase I and Phase II E911 Service to County: the costs of hardware and software components and functionalities that precede the E911 Tandem/Selective Router, the trunks from the Provider's MSC to the E911 Tandem/Selective Router, input to the E911 Tandem/Selective Router and ALI Database, database, and any other components necessary for the delivery of Phase I and Phase II E911 Service which precede the E911 Tandem/Selective Router. County must cover the costs of maintaining and/or upgrading the E911 components and functionalities beyond the input to the E911 Tandem/Selective Router, including the E911 Tandem/Selective Router itself, the trunks between the E911 Tandem/Selective Router and the PSAPs, the ALI Database, and PSAP customer premises equipment, and any other components necessary for the delivery of Phase I and Phase II E911 Service beyond the input to the E911 Tandem/Selective Router. Provider and County agree to abide by any subsequent decision of the FCC or a controlling decision by a court of competent jurisdiction regarding the cost recovery obligations of the Parties.
- 17.2 The State of Washington passed House Bill 2595, which amends RCW 38.52 and RCW 82.14B, providing a funding mechanism for Phase I and Phase II E911 Service effective January 1, 2003. The Parties agree to abide by this cost recovery legislation. County agrees to provide cost recovery for Provider's costs of providing Phase I and Phase II E911 Service pursuant to House Bill 2595. If the funds generated by the 911 excise taxes established by RCW 82.14B.030(2) are not sufficient to cover Provider and County costs, Provider cost recovery may be reduced per Paragraph 17.3 below.
- 17.3 County shall distribute available funds based upon each provider's subscriber count or cell sites within the County. Provider shall continue providing Phase I and Phase II E911 Service pursuant to the FCC order and Paragraph 17.1 above. County must notify Provider at least six (6) months in advance of cost recovery changes. The effective date of any changes will be pursuant to a signed amendment between the parties.
- 17.4 Phase I service rates and payment schedule are specified in Exhibit C herein. Provider must notify County at least six (6) months in advance of service rate changes. The effective date of any changes will be pursuant to a signed amendment between the parties.

17.5 Phase II service rates and payment schedule are specified in Exhibit D herein. Provider must notify County at least six (6) months in advance of service rate changes. The effective date of any changes will be pursuant to a signed amendment between the parties.

18.0 ENTIRE AGREEMENT.

This Agreement represents the entire agreement between the Parties, is a final, complete exclusive statement of the terms thereof, and supersedes and terminates any prior agreement, understanding, or representation between the Parties with respect thereto, whether written or oral. Any provision of this Agreement may be amended and the observance of any provision may be waived only in writing signed by a duly authorized representative of each of the Parties.

19.0 EXECUTION.

This Agreement shall become effective upon execution by both parties.

20.0 INDEPENDENT CONTRACTOR.

Provider's relationship with County under this Agreement is that of an independent contractor.

21.0 EXHIBITS.

The Exhibits attached to and hereby incorporated into this Agreement are:

EXHIBIT A: Contact Information

EXHIBIT B: Phase I and Phase II E911 Service Implementation Plan (To be provided as described in Paragraph 2.3 within sixty days of the execution of this Agreement.)

EXHIBIT C: Phase I Service Rates and Payment Schedule

EXHIBIT D: Phase II Service Rates and Payment Schedule

IN WITNESS WHEREOF, the Parties hereto have caused this Agreement to be executed as of the last date signed below.

_____ COUNTY

CINGULAR WIRELESS

Signature

Signature

Donna Edwards

Name (Typed or Printed)

Name (Typed or Printed)

N11 Manager, Network Operations, Cingular Wireless

Title

Title

Date

Date

Approved as to Form Only:

_____ County Deputy Prosecuting Attorney

Signature

Name (Typed or Printed)

Date

EXHIBIT A
CONTACTS

1. County Daily Contact:

Phone
FAX
Pager
E-Mail

2. County Billing Contact:

Phone
FAX
Pager
E-Mail

3. Vendor Daily Contact:

Phone
FAX

4. Vendor Emergency Contact:

Phone

5. 9-1-1 Provider/LEC Contact:

Phone
FAX
E-Mail

6. 9-1-1 Provider/LEC Contact:

Phone
FAX
E-Mail

7. Host ALI Provider Contact:

Phone

8. PSAP Contacts

PSAP:

Emergency Contact

Phone

9. County Emergency Service Disruption Contact

National Compliance Center

Our Mission

The Cingular Wireless National Compliance Center (NCC) is a team of specialized, wireless subpoena and court order compliance professionals focused on providing law enforcement, officers of the court, Public Safety Answering Points and other legal contacts with the best possible customer service in the wireless industry. The NCC is located in West Palm Beach, Florida and currently responds to all subpoena, search warrant and court ordered requests nationwide for customer records. The goal of this team is to comply with civil and criminal process and provide assistance to federal, state and local law enforcement agencies, attorneys, and customers pursuant to that process. At the same time, the team must ensure that they adhere to all applicable state and federal laws and protect the privacy of Cingular Wireless customers.

Responsibilities

- Providing responses to PSAP requests for subscriber information
- Providing 1st level support to PSAP's for all routing issues
- Providing information pursuant to all lawful requests
- Providing technical assistance in the conduct of Lawfully Authorized Electronic Surveillances;
- Providing expert testimony
- Ensuring company technical and procedural compliance to federal Communications Assistance to Law Enforcement Act (CALEA) requirements.
- Providing education and support to law enforcement regarding Cingular policies and procedures for legal process.

Business Hours

Regular Business Hours: **Open 24 hours per day, 7 days per week**

Contact Numbers

Main Phone: (800) 635-6840

Subpoena Information: Option 1

Court Order Information: Option 2

PSAP Requests for Information: Option 4

Facsimile: (888) 938-4715

Routing issues may be called in or sent to **cingular.compliance.center@cingular.com**

911 Emergencies

During an emergency, the NCC will provide a subscriber's name, telephone number and location to any Public Safety Answering Point (PSAP or 911 Emergency Dispatcher). The NCC requires that PSAPs provide a completed 911 Emergency Services Exigent Circumstances Form (attached) with the request. If a copy of the Cingular form is not available, the form found on the NENA website at <http://www.nena.org/Wireless911/WSPInfoReqForm.pdf> may be used if printed on agency letterhead. In certain emergency situations, where taking the time to complete the form before receiving the information could result in death or serious injury, the form may be faxed immediately after resolution of the emergency. The Exigent Circumstances form should be forwarded to (888) 938-4715. Please call the NCC at **800-635-6840** option **4** after faxing in the form to receive the requested information.

Cingular Wireless Proprietary
Use pursuant to Company instructions
911 EXIGENT CIRCUMSTANCES FORM



EXHIBIT A

To: Cingular Wireless, National Compliance Center
(Phone 800-635-6840; Fax 888-938-4715)

From: _____
(Name of Agency/PSAP)

Re: Emergency Request for Records for Wireless Number: ____ - ____ - ____

This office received a 911 distress call for assistance from the above telephone on

_____ 200__ at _____ a.m./p.m. Duration of call: _____ min _____ sec. Based

upon that phone call, we believe that one or more people face immediate danger of death or serious physical injury. As such, we request that you promptly provide us with the following information so that we may render assistance to that individual (or individuals):

_____ current subscriber and billing information for the above-referenced telephone;

and/or

_____ cell site or location information for the call placed by the above-referenced telephone to 911.

Signature: _____

Printed Name: _____

Title: _____

Address 1 _____

Address 2 _____

City, State, Zip _____

Contact Number: _____

Contact Facsimile: _____

Date: _____

**This form must be filled out IN IT'S ENTIRETY.
FAX COMPLETED FORM TO Cingular NCC AT (888) 938-4715
PLEASE CALL (800) 635-6840 OPTION 4 AFTER FAXING
Cingular Wireless Proprietary
Use pursuant to Company instructions**

EXHIBIT C

PHASE I SERVICE RATES AND PAYMENT SCHEDULE

The following is a list of costs attributable to Provider's Phase I Enhanced 9-1-1 services.

Monthly Recurring

For purposes of this Agreement, effective February 1, 2005, Provider and the County agree to the Monthly Recurring Costs (MRC) rate of \$0 per Cingular Subscriber.

Non-Recurring

For purposes of this Agreement, Provider and the County agree to the Non Recurring Costs (NRC) rate of \$0 per Cingular Subscriber.

EXHIBIT D

PHASE II SERVICE RATES AND PAYMENT SCHEDULE

The following is a list of costs attributable to Provider's Phase II Enhanced 9-1-1 services.

Monthly Recurring

For purposes of this Agreement, effective February 1, 2005, Provider and the County agree to the Monthly Recurring Costs (MRC) rate of \$0 per Cingular Subscriber.

Non-Recurring

For purposes of this Agreement, Provider and the County agree to the Non Recurring Costs (NRC) rate of \$0 per Cingular Subscriber.

Certification

1. Provider agrees to renegotiate Exhibit D when and if it should provide commercial location based services in the County.
2. Provider agrees that cost recovery for Phase I and Phase II E911 Service that is billed to its subscribers through a surcharge will not duplicate any cost recovery provided by County to Provider.